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| Date Mailed May 5, 1999 |
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BEFORE THE
PUBLIC SERVICE COMMISSION OF WISCONSIN

Request for Designation of the Telephone Number 211
in Wisconsin as a Non-emergency Information and Call
Referral Number Related to Health and Human Services
Matters

05-TI-233

**NOTICE OF PROCEEDING
AND INVESTIGATION**

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| Comments Due: June 3, 1999 – Noon | Address Comments To: Lynda L. Dorr, Secretary to the Commission Public Service Commission P.O. Box 7854 Madison, WI 53707-7854 FAX No. (608) 266-3957 |
| FAX Due: June 2, 1999 – Noon | |

THIS IS A PROCEEDING TO investigate whether the Commission should designate the telephone number 211 in Wisconsin as a non-emergency information and call referral number related to health and human services matters.

On February 26, 1999, the Metropolitan Milwaukee 211 Stakeholders Council (Stakeholders Council) petitioned the Commission to “designate 211 as the three-digit access number for use throughout the state of Wisconsin for non-emergency information and referral phone calls for health and human services.”

Although the petition requests the 211 be designated for use throughout the state, the Stakeholders Council indicates that it hopes to implement this referral number in the greater Milwaukee area in the fourth quarter of this year. Included with the petition was a copy of the Stakeholders Council’s *Updated Business Plan Summary for the Metropolitan Milwaukee 211 Information Line*, which provides background on the proposal. A copy is attached to this Notice.

The petition also notes “since the FCC has not yet ruled on the use of 211 for the purposes we have proposed, that should the PSC grant our request to use 211 in Wisconsin for health and human service access, such a designation is only temporary until the FCC makes a final decision on the use of 211.”

The Commission will investigate this issue pursuant to its broad authority in Wis. Stat. §§ 196.02(1) and (7). Further, the Commission believes such action would be permissible under federal law. The Telecommunications Act of 1996 assigned the Federal Communications Commission (FCC) exclusive jurisdiction over numbering issues in the United States. States, consequently, have no authority to permit the use of N11 codes (such as 211) in a manner inconsistent with FCC directives; however, national guidelines in the North American Numbering Plan permit local use of N11 numbers, provided that N11 code assignments and use can be discontinued on short notice should a national use for the code be ordered by the FCC. Parties may include perspectives on this jurisdictional issue in the comments invited below.

The Commission seeks comments on this proposal. Comments may address the general policy related to such a number assignment, as well as operational, implementation, customer education, and cost recovery implications of the proposed use of 211 in Wisconsin.

Any telecommunications industry party who desires to file comments should submit **an original and 15 copies** as indicated in the box on page 1 and refer to docket 05-TI-233. Members of the public need only file **an original**. These comments must be received by noon on June 3, 1999. Comments by fax are due one day earlier. Fax filing cover sheets must state "Official Filing" and include the docket number and the number of pages (**limit of 20 pages**). File by one mode only.

The Commission does not discriminate on the basis of disability in the provision of programs, services, or employment. Any person with a disability who needs accommodations to participate in this proceeding or who needs to get this document in a different format should contact the case coordinator listed below.

Questions regarding this matter may be directed to the case coordinator, Gary A. Evenson, Assistant Administrator of the Telecommunications Division, at (608) 266-6744 or *evensg@psc.state.wi.us*.

Dated at Madison, Wisconsin, _____

By the Commission:

Lynda L. Dorr
Secretary to the Commission

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Attachment